SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
March 14, 2001

Agenda Items

- · Status of Previous Action Items (Rice)
- · Support Center Items (Baker)
    --Office 2000 Questions
- · Teleconference Update (Griffin)
- · Graphics Toolset Project Update (Hughes)
- · IMSC Update (Hughes)

Status of Previous Action Items

The following action items, and their status to date, were summarized as follows:

	Action Item	Status
1.	Provide teleconference update. (Griffin)	On today's Agenda
2.	Develop a proposal for how one-time purchase requests should be handled (including CIAG member review of individual requests) along with a "boilerplate statement" describing the implications of purchasing items for a very limited number of customers, e.g., interoperability and resource implications. (Griffin)	On today's Agenda
3.	Send an electronic copy of the Graphics Toolset inventory list to all CIAG members (Hughes/Rice).	Completed
4.	Review the Graphics Toolset inventory list and determine whether users identified are, or plan to be, using the software listed. Provide feedback to Hughes electronically or at the next CIAG meeting. (CIAG)	On today's Agenda

Support Center Items

Brent Baker provided the CIAG with the following information and updates:
- · SC User Exchange List: The List was presented, and members requested SCSC to increase the font size of the names on the list so that one can read it easier.
- · Call Center: Baker introduced John Fowler, one of the new Help Desk analysts; Baker will continue to bring analysts to the meetings on a rotational basis.
- · Performance Measures: February Performance Measures will be presented at next week's meeting.
- · Password upgrades: CIAG members asked SCSC to provide them with guidance on how flexible the system is when changing one's password. Brent suggested that members contact SCSC should they encounter any problems when upgrading their password and said that he would look further into the question and get back to the CIAG.
- · Office 2000: All of SC has received Office 2000. However, some concerns remain regarding the backward conversion of Access.   Baker answered specific questions and provided suggestions for working around the conversion process. Baker encouraged members, and all users, to contact SCSC with individual problems.

Teleconference Update

Ted Griffin is still waiting on a written cost from MA to support all SC videoconference units, and will continue to make efforts to obtain this information. Griffin will continue to provide weekly updates.

Response to Requests for Nonstandard Software

Ted Griffin followed up on one of last week's action items that addressed how to handle one-time requests for nonstandard software. First, all one-time requests that come through SCSCwill be forwarded to the respective CIAG member who represents the program area of the user making the request. The CIAG member will follow up with that user to ensure that the request is based on a legitimate business need. At the CIAG's request, Griffin provided a list of considerations beyond the purchase price of nonstandard software that affects purchase decisions. The CIAG members should feel free to use this list in talking with people in their programs who have made such a purchase request.

Graphics Toolset Discussion

Gene Hughes has received feedback from CIAG members on the Graphics Toolset inventory list that was provided at the last meeting. The upgrade process will occur as follows:

· SCSC will purchase upgrades for all the products listed on the inventory in two stages. The products will be tested for conversion problems prior to customer rollout.
· Once testing is complete, the first upgrade "wave" will occur; those identified on the inventory list will receive their appropriate upgrades.
· SC-65 will follow up with those who were not identified as needing upgrades on the inventory list. If SC-65 determines that these individuals need upgrades, they will receive them in a second upgrade "wave."

IMSC Update

Gene Hughes reported that the second build of EWM has been completed. SC-65 continues to hold weekly meetings with the OA's, and the analysts continue to meet with individual OA's on a daily basis. The process is progressing as planned, and build three, which will address 34 incidents, is scheduled for release on 3/30/01.

Other Items

The CIAG quorum requirement has been decreased from six members to five as agreed upon by CIAG members at the lat meeting.

Action Items

· Provide teleconference update. (Griffin)
· Increase the font size on the Outlook User's List. (Baker)
· Provide further information on flexibility available when changing passwords. (Baker)
· Schedule update on OSTI Web page transition at next week's meeting. (Rice)

Proposed 3/21/01 Meeting Agenda

· Status of Previous Action Items (Rice)
· Support Center Items (Griffin/Baker)
· Teleconference Update (Griffin)
· February Performance Measures (Griffin)
· OSTI Discussion (Hughes)

Meeting Attendees

Present	Name		Organization	Contact Information
	Talamini for **Dilworth–Chair**	**Greg**	**SC-14**	**3-4563**
	Burris-Co-Chair	**Peggy**	**SC-1 & 5**	**6-7265**
	Rice–Exec. Sec	**Pat**	**SC-65**	**3-4556**
	Afzal	Shahida	SC-50 (ESMT)	3-4941
	Alleva	John	SC-64	3-5212
	Baker	Brent	SC-65	3-2345
	Buswell	Steve	SC-7	6-9741
	Clay	Mitzi	SC-62	3-3717
	Farrand	Sue	SC-65	3-1884
	Fowler	John	SC-65	N/A
	Griffin	Ted	SC-65	3-4602
	Hughes	Gene	SC-65	3-5409
	Kruse	Jason	SC-65	3-6592
	Martin	Joanna	SC-65	3-5730
	Miller	Caryle	SC-82	3-8434
	Oyler	Dean	SC-22	3-6394
	Stodolsky	Marvin	SC-72	3-4475
	Yockman	Dick	SC-65	3-3394